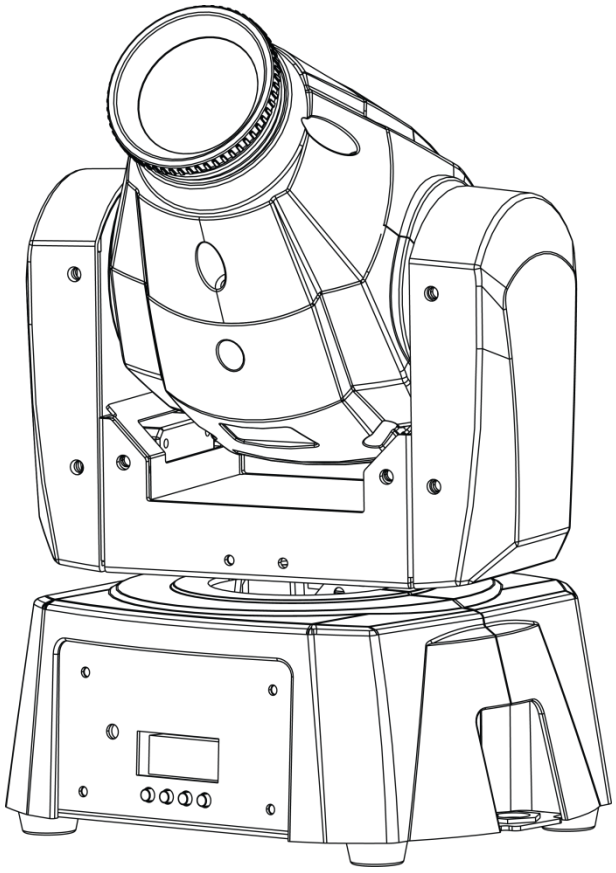
INTIMIDATOR™ SPOT 100 IRC

User Manual



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1. BEFORE YOU BEGIN

What Is Included

- Intimidator™ Spot 100 IRC
- Hanging Bracket with Mounting Hardware
- Power Cord
- Warranty Card
- Quick Reference Guide

Unpacking Instructions

Carefully unpack the product immediately and check the container to make sure all the parts are in the package and are in good condition.

Claims

If the box or the contents (the product and included accessories) appear damaged from shipping, or show signs of mishandling, notify the carrier immediately, not CHAUVET®. Failure to report damage to the carrier immediately may invalidate your claim. In addition, keep the box and contents for inspection.

For other issues, such as missing components or parts, damage not related to shipping, or concealed damage, file a claim with CHAUVET® within 7 days of delivery.

Text Conventions

Convention	Meaning
1—512	A range of values
50/60	A set of values of which only one can be chosen
Settings	A menu option not to be modified
Menu > Settings	A sequence of menu options to be followed
<ENTER>	A key to be pressed on the product's control panel
ON	A value to be entered or selected

Symbols

Symbol	Meaning
	Critical installation, configuration, or operation information. Not following these instructions may make the product not work, cause damage to the product, or cause harm to the operator.
	Important installation or configuration information. The product may not function correctly if this information is not used.
	Useful information.

Disclaimer

The information and specifications contained in this User Manual are subject to change without notice. CHAUVET® assumes no responsibility or liability for any errors or omissions, and reserves the right to revise or recreate this manual at any time. Download the latest version from www.chauvetlighting.com.

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Product at a Glance

Use on Dimmer	X	Auto Programs	P
Outdoor Use	X	Auto-ranging Power Supply	P
Sound-Activated	P	Replaceable Fuse	P
DMX	P	User-Serviceable	X
Master/Slave	P		

Safety Notes

These notes include important information about the mounting, usage, and maintenance of this product; read before using the product.

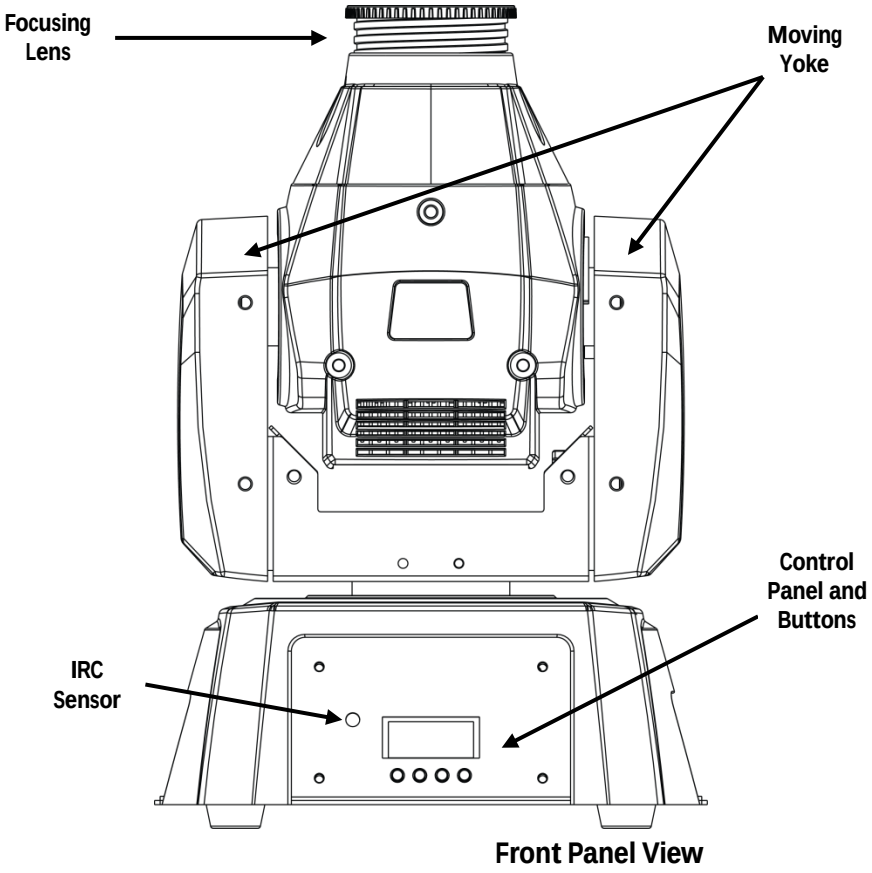
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Always disconnect the product from the power source before cleaning or replacing the fuse.
- Avoid direct eye exposure to the light source while the product is on.
- Make sure the power cord is not crimped or damaged.
- Never disconnect the product from power by pulling or tugging on the cord.
- If mounting the product overhead, always secure to a fastening device using a safety cable.
- Make sure there are no flammable materials close to the product when operating.
- Do not touch the product's housing when operating because it may be very hot.

- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Be sure that no ventilation slots on the product's housing are blocked.
- Never connect the product to a dimmer.
- Make sure to replace the fuse with another of the same type and rating.
- Never carry the product from the power cord or any moving part. Always use the hanging/mounting bracket.
- The maximum ambient temperature (Ta) is 104 °F (40 °C). Do not operate the product at higher temperatures.
- In the event of a serious operating problem, stop using the product immediately.
- Never try to repair the product. Repairs carried out by unskilled people can lead to damage or malfunction. Contact the nearest authorized technical assistance center.
- This product is not intended for permanent installation.

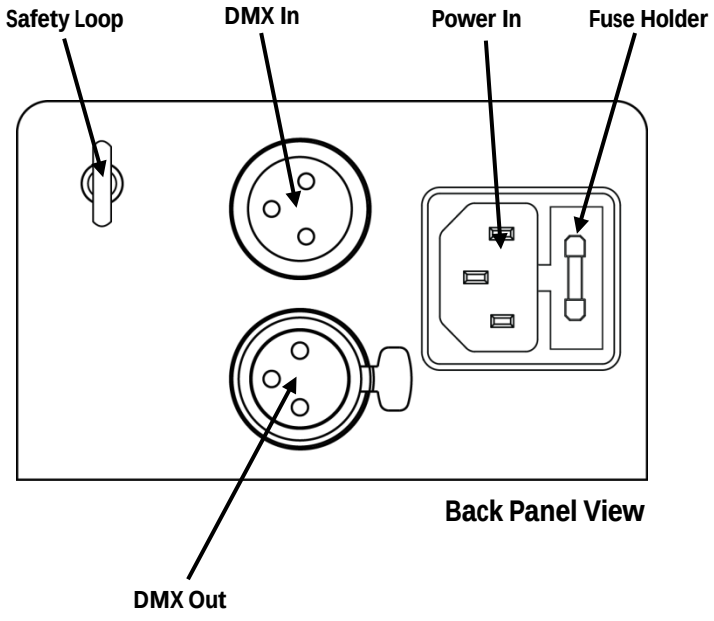
- Keep this User Manual for future use. If you sell the product to another user, be sure to give this document to the next owner.

2. INTRODUCTION

Overview

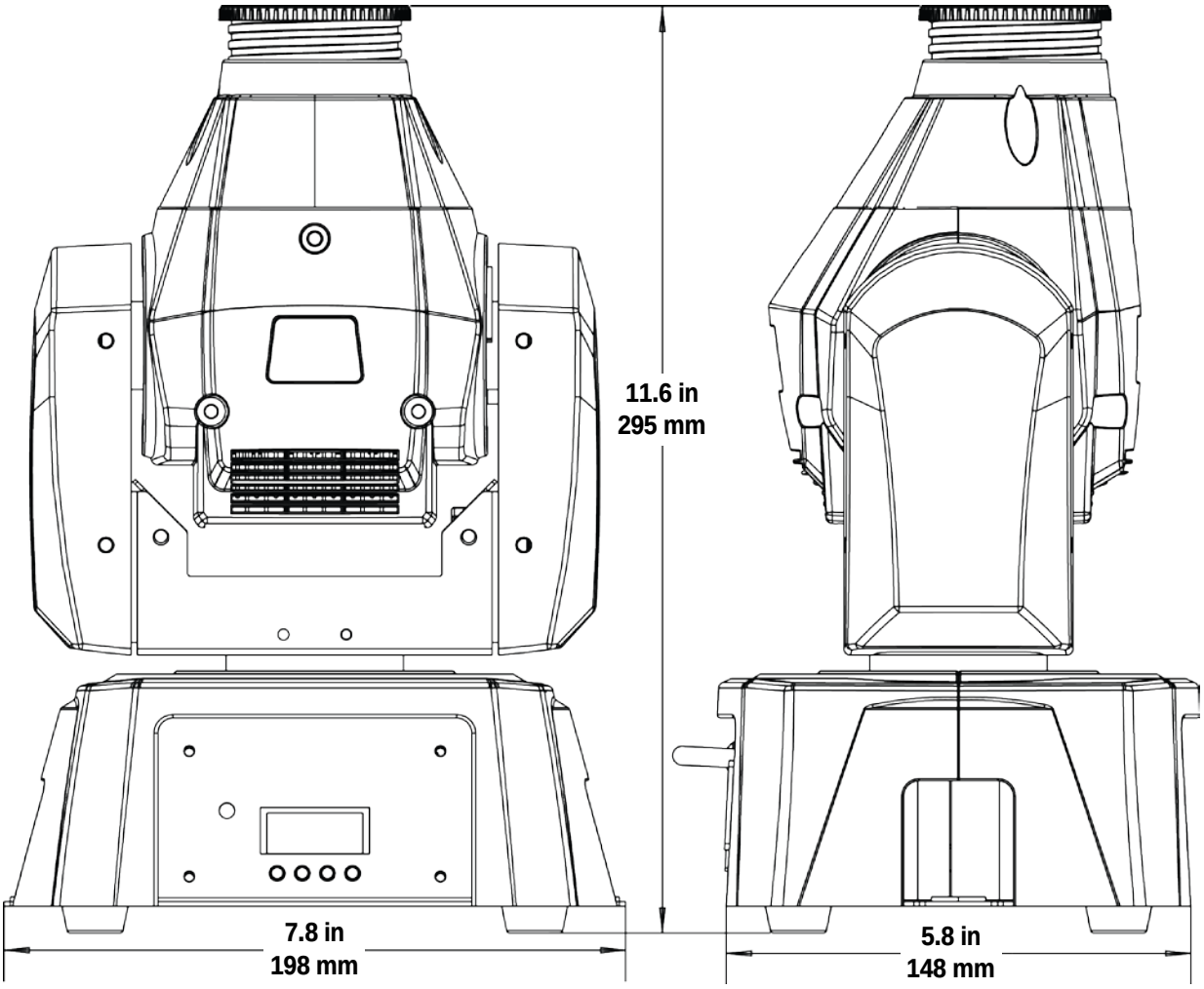


Front Panel View



Back Panel View

Dimensions



3. SETUP

AC Power

The Intimidator™ Spot 100 IRC has an auto-ranging power supply and it can work with an input voltage range of 100~240 VAC, 50/60 Hz.

To determine the product's power requirements (circuit breaker, power outlet, and wiring), use the current value listed on the label affixed to the product's back panel, or refer to the product's specifications chart. The listed current rating indicates the product's average current draw under normal conditions.

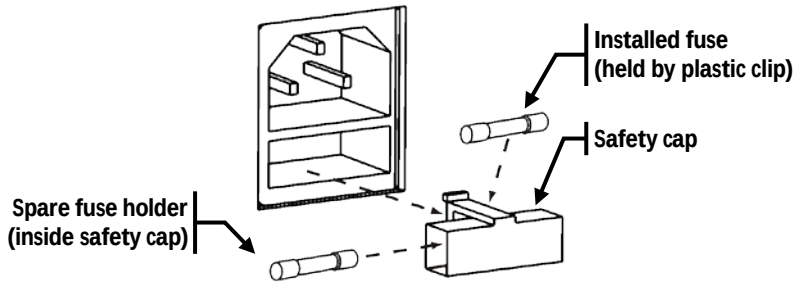
Always connect the product to a protected circuit (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.

Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0—100% switch.

Fuse Replacement

Disconnect the product from power before replacing the fuse.

1. Disconnect the product from power.
2. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
3. Pry the fuse holder out of the housing.
4. Remove the blown fuse from the holder.
5. Replace with a fuse of the exact same type and rating.
6. Insert the fuse holder back in place and reconnect power.



A spare fuse is not included; however, the safety cap has room for a spare.

Always replace a blown fuse with another of the same type and rating.

Mounting

Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes.

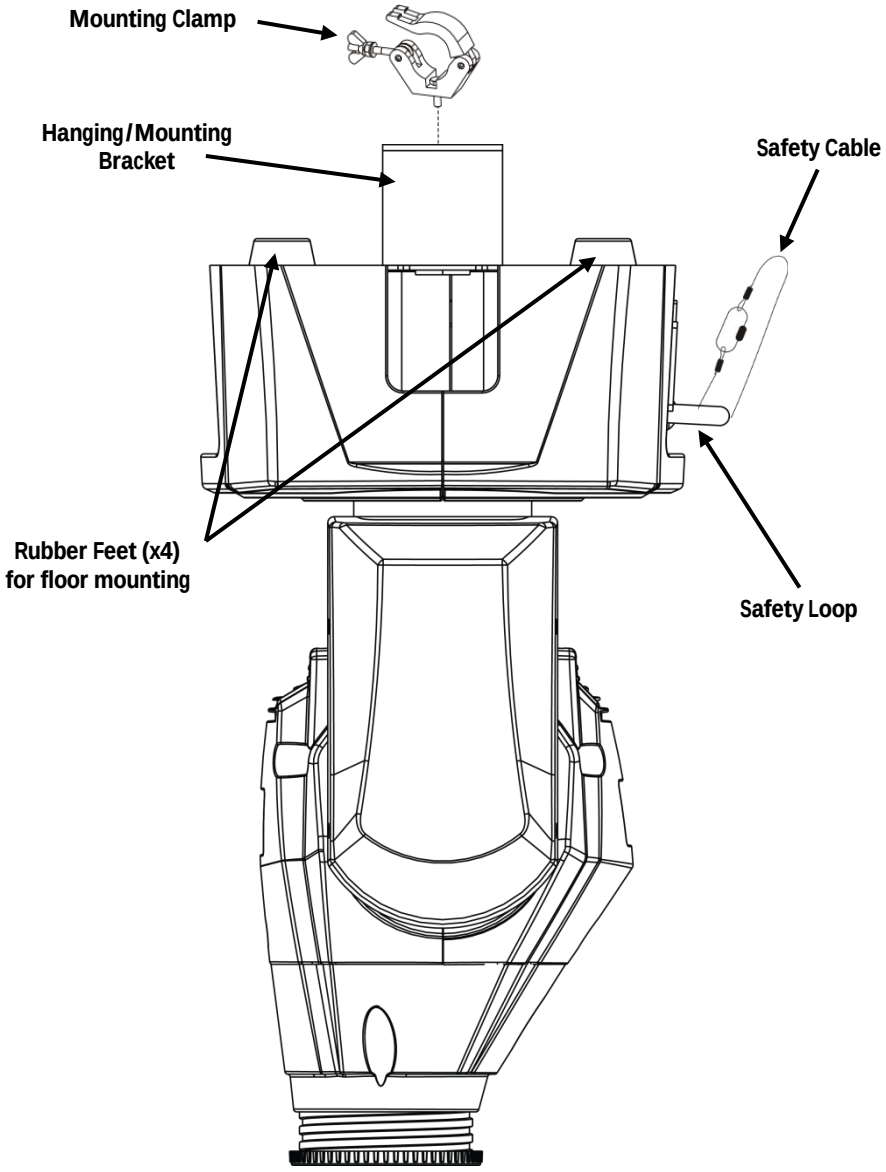
Orientation

The Intimidator™ Spot 100 IRC may be mounted in any position; however, make sure adequate ventilation is provided around the product.

Rigging

- Before deciding on a location, always make sure there is easy access to the product for maintenance and programming.
- Make sure that the structure or surface onto which you are mounting the product can support the product's weight (see the Technical Specifications).
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, such as an elevated platform or a truss.
- When rigging the product onto a truss, you should use a mounting clamp of appropriate weight capacity. The brackets have a 13-mm hole, which is appropriate for this purpose.
- The rubber feet also serve as floor supports. When mounting the product on the floor, make sure that the product and cables are away from people and vehicles.

Mounting Diagram



4. OPERATION

Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display.

Button	Function
<MODE/ESC>	Selects an operation mode or backs out of the current menu option
<UP>	Scrolls up the list of options or selects a higher value
<DOWN>	Scrolls down the list of options or selects a lower value
<ENTER>	Activates a menu option or a selected value

Menu Map

Mode	Programming Steps			Description
DMX Mode	**d001—d512**			Selects the DMX starting address
Operating Mode	**SLAV (Son)**			Slave operating mode
	NASL (SLoU)			Automatic mode, slow program
	NAFA (FASt)			Automatic mode, fast program
	NStS (Srun)			Sound-Active mode
	NSti	**NodE**	**Soun**	Sound-Active movement macro
			Auto	Automatic movement macro
		NoSP	**000—255**	Movement macro speed, fast to slow
		NoSE	**00—09**	Sound sensitivity, high to low
		NoPr	**01—09**	Movement macro 1—9
		LEd	**on**	LED on
			oFF	LED off
		diMM	**000—255**	Dimmer, 0—100%
		SHut	**00—20**	Strobe, 0—20 Hz
		Gobo	**00—09**	Selects gobo
		GoSP	**000—100**	Sets gobo cycle effect speed, slow to fast
		CoLr	**00—09**	Selects color
		CoSP	**000—100**	Sets color cycling rainbow effect speed, slow to fast
Pan	**PAn**			Normal pan operation
	rPAn			Inverse pan operation
Tilt	**tit**			Normal tilt operation
	rtit			Inverse tilt operation
Display	**diS**			Normal display
	rdiS			Inverse display
Channel Mode	**6-CH**			Selects the 6-channel DMX personality
	11CH			Selects the 11-channel DMX personality
Manual Pan Range	**PA54**			Selects the 540° pan angle range
	PA36			Selects the 360° pan angle range
	PA18			Selects the 180° pan angle range
Manual Tilt Range	**ti27**			Selects the 270° tilt angle range
	ti18			Selects the 180° tilt angle range
	ti 9			Selects the 90° tilt angle range
Temperature Display	**tC__**			Displays LED temperature
Reset	**rESt**			Resets fixture
Load	**LoAd**			Load factory defaults

While in NSti mode, the Intimidator™ 100 IRC also responds to the IRC. When using the IRC in this mode, changes in programming levels and settings will show on the display.

Configuration (DMX)

Set the product in DMX mode to control with a DMX controller.

1. Connect the product to a suitable power outlet.
2. Connect a DMX cable from the DMX output of the DMX controller to the DMX input socket on the product.

Starting Address

When selecting a starting DMX address, always consider the number of DMX channels the selected DMX mode uses. If you choose a starting address that is too high, you could restrict the access to some of the product's channels.

The Intimidator™ Spot 100 IRC uses up to 11 DMX channels in its 11-channel personality name/single DMX mode, which defines the highest configurable address to **502**.

If unfamiliar with DMX, download the DMX Primer from www.chauvetlighting.com.

To select the starting address, do the following:

1. Press **<MODE/ESC>** repeatedly until **d001**—**d512** shows on the display.
2. Use **<UP>** or **<DOWN>** to select the starting address.
3. Press **<ENTER>**.

DMX Personalities

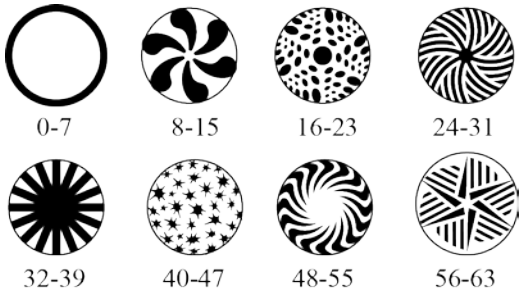
The Intimidator™ Spot 100 IRC has two DMX Channel modes, a 6-channel personality and an 11-channel personality.

To choose a DMX personality, follow the steps below:

1. Press **<MODE/ESC>** repeatedly until either **11CH** (11-channel mode) or **6-CH** (6-channel mode) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired DMX personality.
3. Press **<ENTER>**.

DMX Channel Modes, Assignments, and Values

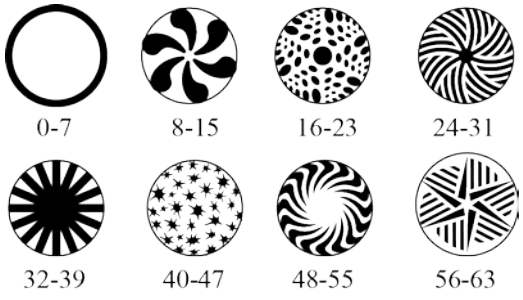
11-Channel

Channel	Function	Value	Setting
1	**Pan**	000 ó 255	0 to 540°
2	**Tilt**	000 ó 255	0 to 270°
3	**Fine Pan**	000 ó 255	Fine control of panning
4	**Fine Tilt**	000 ó 255	Fine control of tilting
5	**Speed**	000 ó 255	Pan/Tilt speed (fast to slow)
6	**Color Wheel**	000 ó 015	White
		016 ó 031	Blue
		032 ó 047	Yellow
		048 ó 063	Pink
		064 ó 079	Green
		080 ó 095	Orange
		096 ó 111	Light blue
		112 ó 127	Orange red
		128 ó 191	Color cycling rainbow with increasing speed
		192 ó 255	Reverse color cycling rainbow with increasing speed
7	**Shutter**	000 ó 003	Closed
		004 ó 007	Open
		008 ó 215	Strobe effect with increasing speed (0 to 20 Hz)
		216 ó 255	Open
8	**Dimmer**	000 ó 255	0 to 100%
9	**Gobo Wheel**		
		064 ó 071	Gobo 7 shake, slow to fast
		072 ó 079	Gobo 6 shake, slow to fast
		080 ó 087	Gobo 5 shake, slow to fast
		088 ó 095	Gobo 4 shake, slow to fast
		096 ó 103	Gobo 3 shake, slow to fast
		104 ó 111	Gobo 2 shake, slow to fast
		112 ó 119	Gobo 1 shake, slow to fast
		120 ó 127	Open
		128 ó 191	Cycle effect with increasing speed
		192 ó 255	Reverse cycle effect with increasing speed
10	**Control Function**	000 ó 007	No function
		008 ó 027	Blackout while panning/tilting
		028 ó 047	Blackout while moving gobo wheel
		048 ó 067	Disable blackout while panning/tilting/moving gobo wheel
		068 ó 087	Blackout while moving color wheel
		088 ó 107	Disable blackout while panning/tilting/moving color wheel
		108 ó 127	Disable blackout while moving gobo/color wheel
		128 ó 147	Disable blackout while moving all options
		148 ó 167	Reset pan
		168 ó 187	Reset tilt
		188 ó 207	Reset color wheel
		208 ó 227	Reset gobo wheel
		228 ó 247	Reset all channels
		248 ó 255	No function

11-Channel (cont.)

Channel	Function	Value	Setting
11	**Auto Programs**	000 ó 007	No function
		008 ó 023	Auto Program 1
		024 ó 039	Auto Program 2
		040 ó 055	Auto Program 3
		056 ó 071	Auto Program 4
		072 ó 087	Auto Program 5
		088 ó 103	Auto Program 6
		104 ó 119	Auto Program 7
		120 ó 135	Auto Program 8
		136 ó 151	Sound-Active program 1
		152 ó 167	Sound-Active program 2
		168 ó 183	Sound-Active program 3
		184 ó 199	Sound-Active program 4
		200 ó 215	Sound-Active program 5
		216 ó 231	Sound-Active program 6
		232 ó 247	Sound-Active program 7
		248 ó 255	Sound-Active program 8

6-Channel

Channel	Function	Value	Setting
1	**Pan**	000 ó 255	0 to 540°
2	**Tilt**	000 ó 255	0 to 270°
3	**Color Wheel**	000 ó 015	White
		016 ó 031	Blue
		032 ó 047	Yellow
		048 ó 063	Pink
		064 ó 079	Green
		080 ó 095	Orange
		096 ó 111	Light blue
		112 ó 127	Orange red
		128 ó 191	Color cycling rainbow with increasing speed
		192 ó 255	Reverse color cycling rainbow with increasing speed
4	**Shutter**	000 ó 003	Closed
		004 ó 007	Open
		008 ó 215	Strobe effect with increasing speed (0 to 20 Hz)
		216 ó 255	Open
5	**Dimmer**	000 ó 255	0 to 100%
6	**Gobo Wheel**		
		064 ó 071	Gobo 7 shake, slow to fast
		072 ó 079	Gobo 6 shake, slow to fast
		080 ó 087	Gobo 5 shake, slow to fast
		088 ó 095	Gobo 4 shake, slow to fast
		096 ó 103	Gobo 3 shake, slow to fast
		104 ó 111	Gobo 2 shake, slow to fast
		112 ó 119	Gobo 1 shake, slow to fast
		120 ó 127	Open
		128 ó 191	Cycle effect with increasing speed
		192 ó 255	Reverse cycle effect with increasing speed

Configuration (Standalone)

Set the product in one of the standalone modes to control without a DMX controller.

1. Connect the **product** to a suitable power outlet.

Never connect a product that is operating in any standalone mode (Static, Automatic, or Sound-Active) to a DMX string connected to a DMX controller. Products in standalone mode may transmit DMX signals that could interfere with the DMX signals from the controller.

Sound-Active Mode

To enable the Sound-Active mode, do the following:

1. Press **<MODE/ESC>** repeatedly until one of the following Operating modes shows on the display: **SLAV**, **NASL**, **NAFA**, **NStS**, **NSti**.
2. Use **<UP>** or **<DOWN>** to select **NStS**.
3. Press **<ENTER>** and **Srun** shows on the display.

The product will only respond to low frequencies of music (bass and drums).

Automatic Mode

To enable the Automatic mode, follow the instructions below:

1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **SLAV**, **NASL, NAFA**, **NStS**, **NSti**.
2. Use **<UP>** or **<DOWN>** to select **NASL** (slow program) or **NAFA** (fast program).
3. Press **<ENTER>** and **SLoU** (slow program) or **FASt** (fast program) shows on the display.

NSti Operating Mode

To enable the NSti Operating mode, do the following:

1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **SLAV**, **NASL, NAFA**, **NStS**, **NSti**.
2. Use **<UP>** or **<DOWN>** to select **NSti**.
3. Press **<ENTER>** and **NodE**, **NoSP**, **NoSE**, **NoPr**, **LEd**, **diMM**, **SHut**, **Gobo**, **GoSP**, **CoLr**, or **SoSP** show on the display.
4. Use **<UP>** or **<DOWN>** to select the desired option as follows:

To select from the movement macro options:

1. Select **NodE** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **Soun** (Sound-Active) or **Auto** (Automatic).
3. Press **<ENTER>**.

To select the movement macro speed:

1. Select **NoSP** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **000**—**255**.
3. Press **<ENTER>**.

To select the sound sensitivity:

1. Select **NoSE** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **00**—**09**.
3. Press **<ENTER>**.

To select the movement macro:

1. Select **NoPr** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **01**—**09**.

   Note: No macro is selected if you choose **00**.
3. Press **<ENTER>**.

NSti Operating Mode (cont.)

To turn the LED on or off:

1. Select **LEd** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **on** or **oFF**.
3. Press **<ENTER>**.

For dimmer control:

1. Select **diMM** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **000**—**255** (0—100%).
3. Press **<ENTER>**.

To set the shutter speed:

1. Select **SHut** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **0**—**20** (0—20 Hz).
3. Press **<ENTER>**.

To select the gobo:

1. Select **Gobo** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **0**—**09**.
3. Press **<ENTER>**.

To set the gobo cycle effect speed:

1. Select **GoSP** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **000**—**100**.
3. Press **<ENTER>**.

To select the color:

1. Select **CoLr** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **00**—**09**.
3. Press **<ENTER>**.

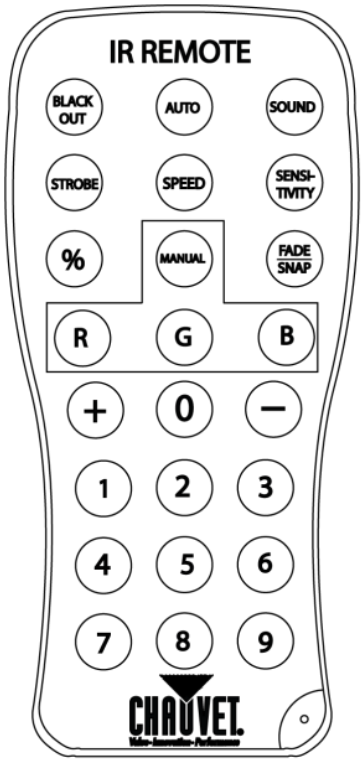
To set the color cycling rainbow effect speed:

1. Select **CoSP** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **000**—**100** (slow to fast).
3. Press **<ENTER>**.

While in NSti mode, the Intimidator™ 100 IRC also responds to the IRC. When using the IRC in this mode, changes in programming levels and settings will show on the display.

IRC Operation

Note: Make sure to point the IRC directly at the receiver.



The following IRC buttons are used with the Intimidator™ Spot 100 IRC:

- **<BLACKOUT>** - turns LED on/off
- **<AUTO>** - activates Automatic mode
- **<SOUND>** - activates Sound-Active mode
- **<STROBE>** - strobing (0–20 Hz)
- **<SPEED>** - changes from fast to slow movement
- **<SENSITIVITY>** - adjusts sound sensitivity
- **<%>** - master dimmer
- **<MANUAL>** - changes gobo on gobo wheel
- **<FADE/SNAP>** - changes color on color wheel
- **<R>** - activates color wheel scroll
- **<G>** - activated gobo wheel scroll
- **<B>** - activates random gobo and color combinations
- **<+>** (plus) - increases strobe/sensitivity/dimmer/color wheel scroll/gobo wheel scroll/random gobo and color combinations
- **<->** (minus) - decreases strobe/sensitivity/dimmer/color wheel scroll/gobo wheel scroll/random gobo and color combinations

<0>–**<9>** - activates different movement macros

Manual Pan/Tilt Operation

To select whether you want the Intimidator™ Spot 100 IRC to operate with normal panning or inverted panning, do the following:

1. Press **<MODE/ESC>** repeatedly until **PAn** (normal) or **rPAn** (inverted) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired pan operation.
3. Press **<ENTER>**.

To select whether you want the Intimidator™ Spot 100 IRC to operate with normal tilting or inverted tilting, do the following:

1. Press **<MODE/ESC>** repeatedly until **tit** (normal) or **rtit** (inverted) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired tilt operation.
3. Press **<ENTER>**.

Pan/Tilt Angle Range

You are able to select the range for the pan and tilt angles on the Intimidator™ Spot 100 IRC to achieve the effect you like.

To select the pan angle range, do the following:

1. Press **<MODE/ESC>** repeatedly until **PA54** (540°), **PA36** (360°), or **PA18** (180°) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired pan angle range.
3. Press **<ENTER>**.

To select the tilt angle range, do the following:

1. Press **<MODE/ESC>** repeatedly until **Ti27** (270°), **Ti18** (180°), or **Ti 9** (90°) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired tilt angle range.
3. Press **<ENTER>**.

Display Orientation

You are able to flip the LED display for easy readability in any mounting situation.

To select your display angle:

1. Press **<MODE/ESC>** repeatedly until **diS** (normal) or **rdiS** (inverted) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired orientation.
3. Press **<ENTER>**.

Temperature Display

To view the LED's temperature, follow the instructions below:

1. Press **<MODE/ESC>** repeatedly until **tC*XX*** shows on the display. The temperature will be shown in degrees Celsius.

Reset Software

To reset the software in the Intimidator™ Spot 100 IRC, do the following:

1. Press **<MODE/ESC>** repeatedly until **rESt** shows on the display.
2. Press **<ENTER**

Load Factory Defaults

To load the factory default settings in the Intimidator™ Spot 100 IRC, follow the instructions below:

1. Press **<MODE/ESC>** and until **LoAd** shows on the display.
2. Press **<ENTER>**.

Master/Slave Mode

The Master/Slave mode allows a single Intimidator™ Spot 100 IRC unit (the “master”) to control the actions of one or more Intimidator™ Spot 100 IRC units (the “slaves”) without the need of a DMX controller. The master unit will be set to operate in either Automatic or Sound-Active mode, while the slave units will be set to operate in Slave mode. Once set and connected, the slave units will operate in unison with the master unit.

Configure the units as indicated below.

Slave units:

1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **SLAV**, **NASL, NAFA**, **NStS**, **NSti**.
2. Use **<UP>** or **<DOWN>** to select **SLAV**.
3. Press **<ENTER>** and **Son** shows on the display.
4. Connect the DMX input of the first slave unit to the DMX output of the master unit.
5. Connect the DMX input of the subsequent slave units to the DMX output of the previous slave unit.
6. Finish setting and connecting all the slave units.

Master unit:

1. Set the master unit to operate in either Automatic or Sound-Active mode.
2. Make the master unit the first unit in the DMX daisy chain.

- **Configure all the slave units before connecting the master unit to the DMX daisy chain.**
- **Never connect a DMX controller to a DMX string configured for Master/Slave operation because the controller may interfere with the signals from the master unit.**
- **Do not connect more than 31 slave units to the master unit.**

5. TECHNICAL INFORMATION

Product Maintenance

Dust build-up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life and mechanical wear. To maintain optimum performance and minimize wear, clean the product at least twice a month. However, usage and environmental conditions contribute to increased cleaning frequency.

To clean the product, follow the instructions below:

- Unplug the product from power.
- Wait until the product is at room temperature.
- Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external surface/vents.
- Clean all external optics and glass/transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
- Apply the solution directly to a soft, lint-free cotton cloth or a lens cleaning tissue.
- Softly wipe any dirt or grime to the outside edges of the external optics or glass/transparent surface.
- Gently polish the external optics and glass/transparent surfaces until they are free of haze and lint.

Always dry the external optics and glass/transparent surfaces carefully after cleaning them.

Do not spin the cooling fan/fans using compressed air because you could damage it/them.

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight

Length	Width	Height	Weight
7.8 in (198 mm)	5.8 in (148 mm)	11.6 in (295 mm)	6.6 lb (3 kg)

Note: Dimensions in inches rounded to the nearest decimal digit.

Power

Power Supply Type	Range	Voltage Selection
Switching (internal)	100~240 V, 50/60 Hz	Auto-ranging

Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	48 W	51 W
Operating current	0.4 A	0.2 A
Fuse	F 2 A, 250 V	F 2 A, 250 V

Power I/O	US/Worldwide	UK/Europe
Power input connector	IEC	IEC
Power output connector	N/A	N/A
Power Cord plug	Edison (US)	Local plug

Light Source

Type	Power	Lifespan
LED	10 W	50,000 hours

Color	Quantity	Current
White	1	3 A

Photo Optic

Parameter	
Illuminance @ 2 m	3280 lx
Beam angle	13º
Strobe rate	0—20 Hz

Thermal

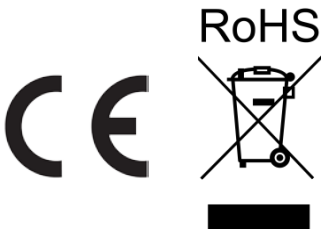
Maximum External Temp.	Cooling System
104 °F (40 °C)	Fan-cooled

DMX

I/O Connectors	Connector Type	Channel Range
3- XLR	Sockets	6, 11

Ordering

Product Name	Item Code	Item Number
Intimidator™ Spot 100 IRC	08010755	781462211035



To return a product or request support:

- In the U.S., contact CHAUVET® World Headquarters (see below).
- In the UK or Ireland, contact CHAUVET® Europe Ltd. (see below).
- In any other country, DO NOT contact CHAUVET®. Contact your distributor. See www.chauvetlighting.com for distributors outside the U.S., United Kingdom, or Ireland.

If you live outside the U.S., United Kingdom, or Ireland, contact your distributor of record and follow their instructions on how to return CHAUVET® products to them. Visit our website for contact details.

Returns

Call the corresponding CHAUVET® Technical Support office and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause for the return.

You must send the merchandise prepaid, in its original box, and with its original packing and accessories. CHAUVET® will not issue call tags.

Clearly label the package with the RMA number. CHAUVET® will refuse any product returned without an RMA number.

Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.

Before sending the product, clearly write the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- Your phone number
- RMA number
- A brief description of the problem

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be your responsibility. FedEx packing or double-boxing are recommended.

CHAUVET® reserves the right to use its own discretion to repair or replace returned product(s).

Contact Us

World Headquarters
CHAUVET®
General Information
Address: 5200 NW 108th Avenue
Sunrise, FL 33351
Voice: (954) 577-4455
Fax: (954) 929-5560
Toll free: (800) 762-1084

Technical Support
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Fax: (954) 756-8015
Email: tech@chauvetlighting.com

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